

## Appendix E - Engagement and Consultation

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<b>To:</b>	All Media
<b>From:</b>	QLDC Communications
<b>Date:</b>	Monday, 29 October 2018
<b>Subject:</b>	Community drop-in sessions to discuss wastewater network overflows

Drop-in sessions will be held in Wanaka and Queenstown in early November to educate the community about our wastewater networks and the overflows that occasionally occur into the environment.

QLDC General Manager Property and Infrastructure Peter Hansby said a key purpose of these drop-in sessions is to talk to the community about what causes overflows, how we respond to them, and our commitment to protecting public health and the environment.

“We want to raise awareness about how everyone can play a big part in reducing the likelihood of overflows occurring. The network is essential in protecting our community from unnecessary exposure to wastewater but occasionally overflows into the environment occur due to blockages and breaks,” said Mr Hansby.

“These are usually avoidable and often caused by things like fats, sanitary items, wet wipes, and building materials incorrectly being put into the system, or from tree roots growing near pipes,” he said.

As part of QLDC’s 2018-2028 Ten Year Plan, a number of improvements to the wastewater network are planned to reduce the likelihood of overflows occurring, and further protecting key recreational areas from contamination.

“QLDC is currently preparing a resource consent application to the Otago Regional Council for those occasions when overflows do occur. We have good practices in place to respond to an overflow, but this process gives us the opportunity to review those practices and make sure that we are responding in the best way to protect public health and the environment,” said Mr Hansby.

In parallel to the drop-in sessions, QLDC is also working with local businesses to ensure wastewater best practice. This includes a review of the existing Trade Waste Bylaw.

The drop-in sessions will be held on the following dates:

- **Queenstown/Arthurs Point/Frankton/Lake Hayes/Arrowtown session:** Thursday 8 November from 6:00pm-7:30pm at the Queenstown Event Centre.
- **Wanaka/Albert Town/Hawea/Luggate session:** Monday 12 November from 6:00pm-7.30pm at the Lake Wanaka Centre.

**ENDS.**

For more information please contact QLDC Communications via [communications@qldc.govt.nz](mailto:communications@qldc.govt.nz) or call 03 441 1802.

# OUR WASTEWATER NETWORK

Wastewater networks protect communities from unnecessary exposure to wastewater. Exposure can affect our health and wellbeing.

Wastewater is toilet wastes and household grey water from kitchens, bathrooms and laundries; and trade wastes, which are liquid waste from commercial and industrial businesses.

Wastewater pipes transport wastewater away from households and businesses to wastewater treatment plants.

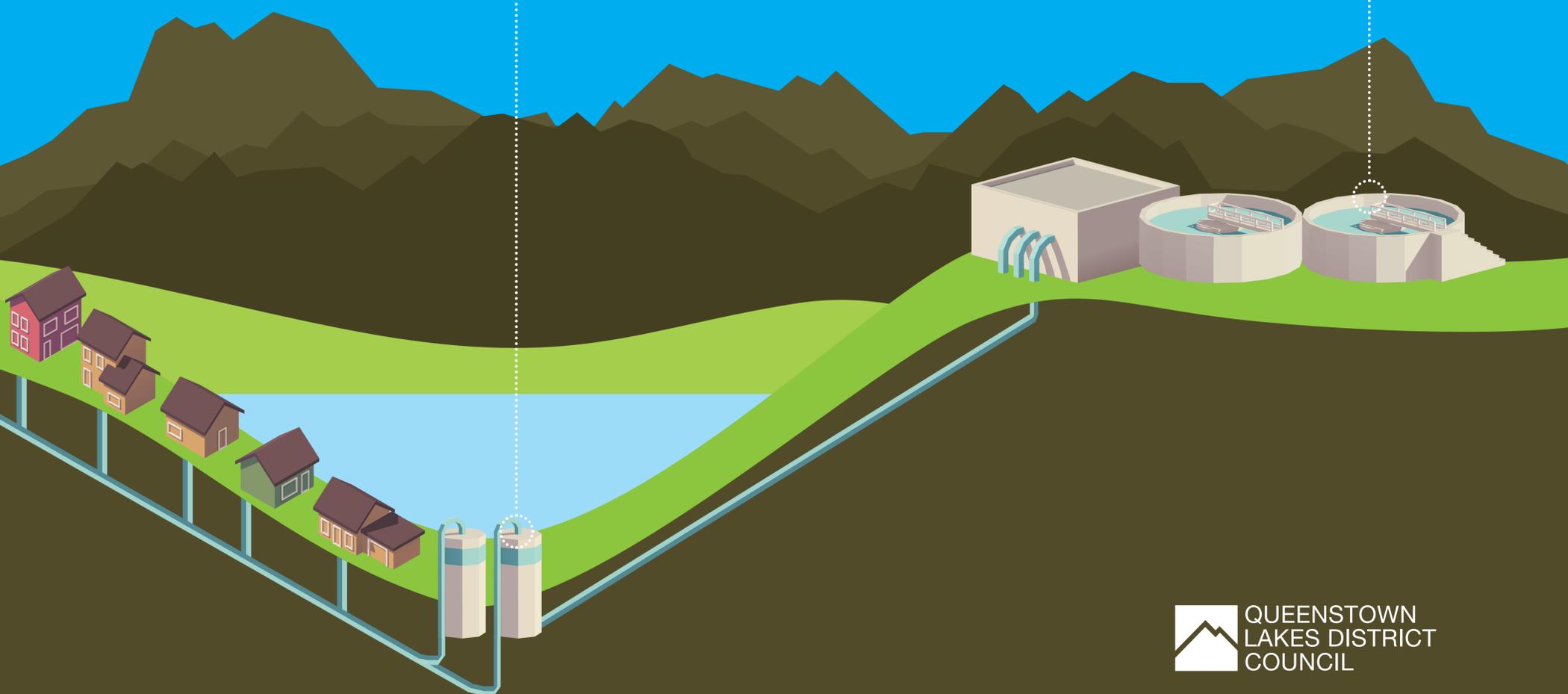
This network uses a combination of gravity and pumped systems to carry the wastewater to the treatment plants. Our landscape means that typically the wastewater which flows under gravity, does so in the direction of our lakes and rivers (as these are low points in our district). Pump stations located at these natural low points lift the wastewater to higher levels, to continue its journey under the power of gravity to the treatment plant.

Across our district we have approximately 420km of wastewater pipes and 65 pump stations that cover the following locations:

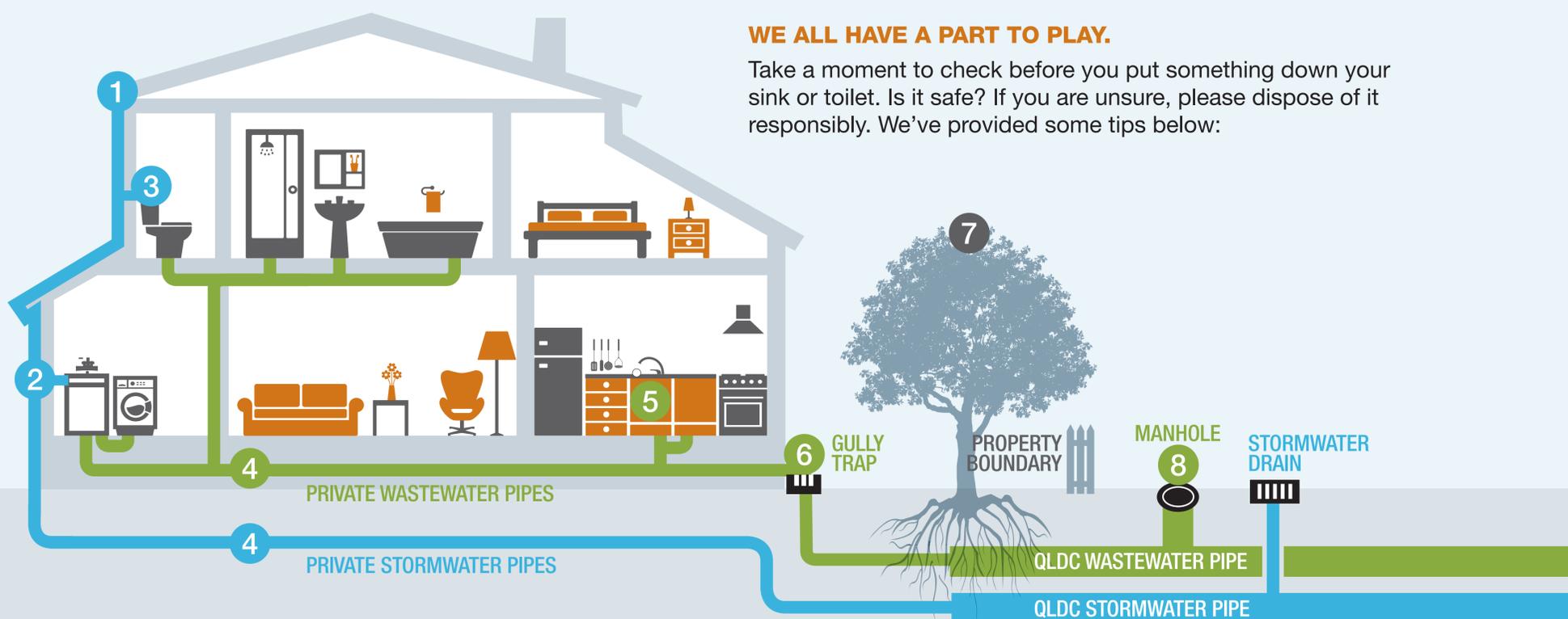
- > Queenstown including Sunshine Bay and Fernhill
- > Arthurs Point
- > Frankton Road between Queenstown and Frankton
- > Frankton
- > Lower Shotover including Quail Rise
- > Shotover Country, Lake Hayes Estate, and Lake Hayes area
- > Arrowtown
- > Wanaka
- > Albert Town
- > Luggate
- > Lake Hawea
- > Cardrona

## PUMP STATION

## TREATMENT PLANT



# LOOKING AFTER OUR PIPES



## WE ALL HAVE A PART TO PLAY.

Take a moment to check before you put something down your sink or toilet. Is it safe? If you are unsure, please dispose of it responsibly. We've provided some tips below:

### 1 STORMWATER DOWNPIPE & DRAIN

Where possible, ensure your property has separate stormwater and wastewater pipes. When stormwater enters the wastewater network, it can cause overflows. Check that the stormwater drains on your property connect to the stormwater network. If any drains smell or look like they have sewage in them, there may be a problem.

### 2 RAINWATER OR RETENTION TANKS

Tanks can collect water from hard surfaces and store it for many uses:

- > watering your garden
- > washing your car
- > supplying your washing machine and toilet.

### 3 TOILET

Flush toilet paper and human waste only.

### 4 PRIVATE PIPES

Ensure your private stormwater and wastewater pipes are connected properly and maintained.

### 5 KITCHEN SINK

Scrape cooking fat into the bin. Fat can harden when it cools and may block pipes. Coffee grounds should also go in your bin, compost pile, or on your garden.

### 6 GULLY TRAP

Ensure your gully trap is raised off the ground to prevent rainwater from entering the wastewater network. Raised gully traps also protect your family's health by ensuring that wastewater will not overflow into your home if there is a blockage.

### 7 PLAN YOUR TREE PLANTING

Before planting a tree, check that it's not going to grow over your pipes or ours.

### 8 MANHOLES

#### Give us a call.

If you come across any wastewater overflow from a manhole, or you come across a missing, dislodged or damaged manhole cover, contact us urgently on 03 441 0499 (Queenstown) or 03 443 0024 (Wanaka).

### HAZARDOUS WASTE

Do not pour hazardous waste such as paint, pesticides, solvents and used automobile oil down any drain, toilet or sink. To find out how to dispose of hazardous waste, visit [www.qldc.govt.nz](http://www.qldc.govt.nz) and search 'hazardous waste'.

### SEPTIC TANKS

If you have a septic tank, ensure it is regularly maintained and checked by a professional. Septic tanks need a pump-out service every three to five years to remove scum and sludge build-up.

**If you need help checking your private property drains, pipes, and connections, contact the Plumbers, Gasfitters and Drainlayers Board: visit [pgdb.co.nz](http://pgdb.co.nz) to find out more.**

# PIPES UNDER PRESSURE

Wastewater flows easily through the pipes when only human waste and toilet paper is flushed, and when only soapy water is put down our pipes.



Do your part to help reduce wastewater overflows in our district.

## SO WHAT HAPPENS WHEN OUR WASTEWATER DOESN'T FLOW EASILY?

When blockages and breaks occur, the flow of wastewater is restricted. This can result in a build-up of pressure in our pipes and can cause wastewater to back up. Sometimes this wastewater back up results in an overflow into our environment, typically out of manholes or at our pump stations.

If these overflows can't happen at a pump station or from a manhole there is a risk that wastewater will release back up through our toilets, showers and sinks. This exposure to wastewater could affect our health and wellbeing.

### DID YOU KNOW

Washing your coffee grounds down your sink contributes to the blockages in our wastewater pipes?

## WHAT SHOULDN'T YOU PUT DOWN YOUR SINKS, TOILETS, SHOWERS AND OUTSIDE DRAINS?

Anything that is not water, human waste, toilet paper, or soaps. This includes no food and fats, sanitary items and wet wipes, or washing building materials down your drains. These items cause blockages and breaks in our pipes meaning wastewater can't flow freely.

-  Water
-  Human waste
-  Toilet paper
-  Soaps
-  Food
-  Fats
-  Sanitary items
-  Wet wipes
-  Building materials

## WHAT ELSE CONTRIBUTES TO BLOCKAGES AND BREAKS?

Fat from cafes and restaurants poured down our wastewater pipes causes blockages. QLDC is working with businesses on ways to better manage the way that fat and other trade wastes are disposed of to reduce the likelihood of blockages occurring.

Breaks in our wastewater pipes are also caused by tree roots. Before planting large tree varieties, you can ask QLDC for information about the location of pipes to help to avoid this.

Building materials during construction washed into our drains is another contributor to breaks and blockages in our pipes.

Occasionally our district experiences wet weather storm events that result in extra water getting into our underground wastewater pipes. This can also happen if lake levels rise and result in flooding. These wet weather events can make it more difficult for wastewater to flow through the pipes, resulting in a build-up of pressure and the potential for our wastewater to back up.

# HOW WE RESPOND TO OVERFLOWS

## How does QLDC know an overflow has happened?

Our main pump stations located near our lake foreshores are alarmed so we receive early warning of any issues with the flow of wastewater. We can then undertake preventative measures to reduce the likelihood of an overflow occurring. In their day to day work our operations and maintenance teams also look out for overflows.

We also receive phone calls through our call centre from members of the community who alert us that an overflow has occurred. Our call centre is open 24 hours a day 7 days a week.

## What is QLDC doing to reduce wastewater overflows?

The 2018-2028 Ten Year Plan adopted by QLDC this year includes funding for a number of improvements to our wastewater system. These improvements include upgrades to our pump stations, pipes and wastewater treatment plants.

We also undertake preventative maintenance by checking our pump stations and pipes regularly to identify any cracks or areas where blockages are starting to form. We then fix these before a problem occurs.

## How does QLDC know an overflow has happened?

As soon as we know a wastewater overflow has occurred we:



### **AIM TO REACH THE LOCATION WITHIN ONE HOUR.**

We can do this because we have people, trucks and equipment available in both Wanaka and Queenstown 24 hours a day 7 days a week.



### **IDENTIFY THE CAUSE OF THE WASTEWATER OVERFLOW AND UNDERTAKE REPAIRS ONSITE.**

Where it isn't possible to undertake repair work onsite we schedule it to be done as soon as we can.



### **STOP AND CONTAIN THE WASTEWATER OVERFLOW AND CORDON OFF THE AREA.**

These cordons are to keep the public safe from unnecessary exposure and may include closing off our recreational spaces, beaches and waterways.



### **COLLECT WATER SAMPLES AND HAVE THEM TESTED.**

This is in the instances that the overflow reaches our lakes or rivers in the vicinity of the overflow. We keep testing until the water is back to normal quality again.



### **CLEAN UP THE OVERFLOW.**

This can involve cleaning up the ground around the overflow using a special vacuum machine, and water blasting pipes to make sure they become clear and freely flowing again. If an overflow has occurred into our lakes or rivers we also use booms and nets to capture and pick up any waste.



### **NOTIFY THE RELEVANT AUTHORITY.**

This is usually the Ministry of Health. Where wastewater overflows have reached our lakes and rivers, we also notify the Otago Regional Council.

# RESOURCE CONSENT FROM OTAGO REGIONAL COUNCIL

## Why do we need a resource consent?

Wastewater overflows cannot be completely prevented from occurring, therefore QLDC requires a resource consent to authorise these overflows when they do happen. Obtaining a resource consent for these overflows puts in place an approved process to manage any adverse effects of an overflow, so that it is clear for QLDC, Otago Regional Council, and the community.

## Wastewater Overflow Discharge Network Resource Consent

QLDC is currently preparing the resource consent application to be submitted to the Otago Regional Council. It is anticipated that the application will be submitted in the next few months.

The application focuses on the management of adverse effects on public health and the environment, both when an overflow is responded to, and over time through improvements to our pump stations and pipes to reduce the likelihood of overflows occurring.

QLDC has good practices in place to respond to an overflow when it happens. Preparing the resource consent application includes looking at these practices to make sure we are responding in the best way to protect public health and the environment.

We have engaged technical experts who are currently considering the impacts of an overflow on the ecology of our lakes and rivers, and on the health of people if they were exposed to wastewater in the environment.

## Consultation

Our consultation for this resource consent application includes these community drop in sessions where we want to hear from our community on this matter.

We have also been collaboratively engaging with Ngāi Tahu, the Ministry of Health, Fish and Game, and the Department of Conservation to help us prepare the resource consent application.

Consultation with the community and these groups will continue throughout the resource consent process.

# Scuttlebutt

THE QUEENSTOWN LAKES DISTRICT COUNCIL NEWSLETTER // **NOVEMBER 2018** // **ISSUE 128**

## WELCOME RESPONSIBLE CAMPERS

Plans are now in full swing to welcome responsible campers to the district, while responding to the clear message from our local community that improvements are needed to protect our environment and ability to enjoy it.

**MORE DETAILS ON PAGE 08**



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# FROM THE CHAMBERS

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There's either a Council or Committee meeting happening almost every week of the year.

Here's a quick snapshot of some of the issues that have been across the Council table recently.

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## NAVIGATION SAFETY BYLAW 2018

An amendment to the Navigation Safety Bylaw proposed new speed rules for the upper part of the Clutha River. A submissions hearing was held on 3 October. To ensure any change can be in place in time for the busy summer season, the Council will hold an extraordinary meeting on 20 November to adopt the bylaw.

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## ALCOHOL BAN BYLAW

Back in September we held a submissions hearing on a proposed Alcohol Ban Bylaw. The bylaw proposed an earlier start time for the Queenstown CBD alcohol ban and a full liquor ban on National Crate Day.

The hearings panel's recommendation was considered at the Council meeting on 25 October and if adopted, the new bylaw will become operational in time for summer 2018/19.

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## REPRESENTATION REVIEW ENTERS THE NEXT STAGE

There have been no objections and appeals to the Council's final representation proposal for the next Council election.

The Council had proposed only a minor change to the Arrowtown boundary to increase the ward population to bring it more in line with the member/population proportion elsewhere in the district.

Although this change does bring the Arrowtown Ward closer to the statutory benchmark, it's still non-compliant so the Council's proposal will now be referred to the Local Government Commission for a final decision.

The Council is hopeful that the Commission will be supportive of the proposal to retain a slightly enlarged Arrowtown Ward that elects one Councillor, especially as most submitters were in favour of this.

The Local Government Commission's decision will be made by April 2019.

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## FUTURE OF WANAKA SKATE PARK LOOKS BRIGHT

Stage Three of the Wanaka Skate Park development might still be a wee way off but it took one step closer to becoming a reality with the Wanaka Community Board recently giving it the thumbs up. Council has included \$203,000 in 2019/20 in the Ten-Year Plan for the project which will cost about \$640,000 all up. The Wanaka Skate Group will look to fundraise for the balance of the project cost.

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## DECISIONS ON FREEDOM CAMPING AT LAKE HAYES AND SHOTOVER DELTA

It's been a busy time for hearings, with submissions on the Freedom Camping Bylaw/Lake Hayes Reserve Management Plan Amendment also heard during September.

This bylaw proposed restrictions on freedom camping at the Shotover Delta and Lake Hayes North and formalises a Council decision controlling freedom camping in these locations made earlier in 2018.

The Council is very conscious that freedom camping is something the community feels very strongly about, but is equally aware that many visitors enjoy responsibly camping in our district. The Council hopes to be able to balance some of these factors with its Responsible Camping Strategy which is due to be reported to Council on 25 October. The strategy seeks to promote the sustainable use of our environment for visitor and community experience through well managed, coordinated and responsible camping in the district. You can read more about camping on page 8.

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## READ MORE AT

[www.qldc.govt.nz/agendas-and-minutes](http://www.qldc.govt.nz/agendas-and-minutes)

# LET THE CHILDREN PLAY!

Queenstown's brand new playground opened for all on a gorgeous Friday afternoon back in the first week of school holidays, with families flocking to the play space on the edge of Lake Wakatipu.

Queenstown Lakes District Council's Cory Ratahi kicked things off with a karakia and Mayor Jim Boulton was there to cut the ribbon. He thanked all those involved in the project and remarked on the importance of the playground to the area.

"With a million locals and visitors passing by we wanted to provide an exciting, innovative and fun space for them to stop in and enjoy as a family. This playground will assist in creating a town centre that families want to congregate and spend time in, and celebrates the unique Queenstown environment."

After that, authority for the rest of the opening was handed over to the children - their main item on the agenda being to test out the new playground.

A line formed fast for the face painter and bubbles were made and popped, while hula hoops showed a few too many parents some practise might be in order. The slides were an instant hit, and shouts and gurgled excitement passed through underground sound tubes to different parts of the playground. Swings swung, and the music bridge was played all throughout the afternoon.

Now all that remains is for the playground to be given a formal name. Playground McPlayface, perhaps? Perhaps not, but we'll announce its official title soon.



Mayor Jim Boulton officially opens the new playground on Queenstown's waterfront.

# RESIDENT SURVEY ONLINE NOW

The latest resident and ratepayer satisfaction survey results are on our website.

Areas that saw a positive shift this year include the public transport offering in Queenstown and the continued efforts to manage freedom camping. However some areas experienced a dip in results indicating a community under pressure, affected by unprecedented growth and affordability issues.

We are working hard to respond to these matters as achieving great outcomes is at the heart of everything we do.

This is the last time we'll run the satisfaction survey in this format. Our new annual Quality of Life survey will take the reins from here, helping us to explore and understand wider social issues affecting the district.

Read the full results at [www.qldc.govt.nz](http://www.qldc.govt.nz)

We have added another string to our bow...

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# MUSEUM 70 YEARS YOUNG

Support our local heritage. Visit [www.museumqueenstown.com/members-donation/](http://www.museumqueenstown.com/members-donation/) and become a member today!

## The Lakes District Museum celebrates its 70th birthday this month.

In 1948, the MP for Central Otago, Mr William Bodkin announced that as part of the Centenary of Otago he would like to see a museum established in the Lakes District. He was concerned that the gold mining history was being lost.

Arrowtown put up its hands as a town where this district museum could be established and in late 1948 it started in the former sample rooms next to the Ballarat Hotel. In 1956 it moved to the former Bank of New Zealand building at the other end of Buckingham street where it remains to this day.

Over the last 70 years it has grown to become one of the best innovative small museums in New Zealand. Not only is it the districts museum, it also is an information centre, bookshop, art gallery and family research centre.

A full time education team caters for visiting schools. The museum also owns and operates the Arrowtown

Post Office. In addition to collecting objects relating to the district's history, there is also a strong focus on recording the stories of current and former residents through an oral history recording project and also collecting relevant documents and photographs.

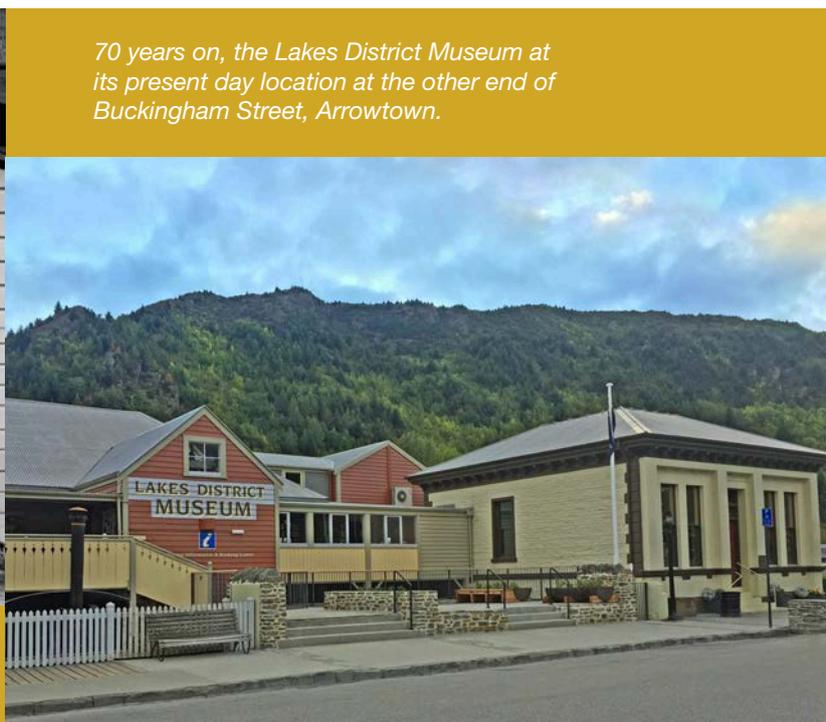
A new storeroom has recently been built to cater for the ongoing collection. The museum has also been a strong advocate and facilitator for the protection and restoration of many of the districts remaining heritage buildings.

Museum director David Clarke is calling to the community to continue to support the museum.

"70 years is a great milestone and so much has been achieved. We're hopeful the local community will continue to support the museum by advocating for our heritage, visiting the museum and considering becoming members," he said.



*The original Lakes District Museum back in 1948, next to the former Ballarat Hotel.*



*70 years on, the Lakes District Museum at its present day location at the other end of Buckingham Street, Arrowtown.*

# FRESH TURF FOR JACK REID PARK

Jack Reid Park has been a bit of a mud bath lately but that doesn't worry home tenants, Arrowtown Rugby Club.

On the contrary, the club is set to start next season – its 30th anniversary year – playing on brand new turf with significantly improved drainage and irrigation thanks to Council's investment.

Work to date has involved site clearance and earthworks to increase the size of the rugby field, followed by installation of the new drainage and irrigation system.

The turf will be established from November through to February during which time the sports field will remain fenced off to ensure a successful grow-in period over the summer months.

If the weather plays ball, the new facility will be ready for kick off in March next year to coincide with the start of the 2019 Central Otago Rugby season.

Arrowtown Community Centre overlooking the pitch will also be open by then providing brand new change rooms and other facilities for rugby and other community groups like Arrowtown Scouts.

## ARROWTOWN RUGBY CLUB JUBILEE 2019

19 APRIL 2019-  
21 APRIL 2019

“Three days of memories, fun, laughter, some rugby and of course a few cold ones”



To celebrate 30 years since it reformed, Arrowtown Rugby Club is holding a celebration of its past, present and future next Easter weekend. The invitation is out there for everyone associated with the club's proud history to join them for “three days of memories, fun, laughter, some rugby and of course a few cold ones” starting on Good Friday (19 April).

## MORE PROPERTY MANAGEMENT AWARDS than you can shake a stick at?

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# FEELING ENGAGED? WE THINK SO!

Wanaka and Frankton, you are awesome! Thank you for all the feedback and attendance at our Masterplan early engagement events during August and September. We've had a great time getting out talking to you and all of the ideas and insights provided are so important at this stage of the two projects.

Over the four week period we participated in a range of community events, spoke to hundreds of people and spread the message far and wide.

**THANKS FOR  
ALL THE IDEAS!**



**WANAKA  
TOWN CENTRE**  
YOUR FUTURE

**FRANKTON**  
YOUR PLACE YOUR PLAN

**VISIT [WWW.QLDC.GOV.T.NZ](http://WWW.QLDC.GOV.T.NZ) TO CHECK  
OUT ALL THE FEEDBACK AND KEY THEMES**

## NEXT STEPS

The feedback will be fed into a vision/key outcomes workshop with community stakeholders and the project team to further develop and evaluate options for both Frankton and Wanaka Town Centre Masterplans.



The ideas board at Queenstown Events Centre captured ideas from all ages.

QLDC communications coordinator Tessa Payze discussing the Wanaka Masterplan at The Festival of Sport and Recreation held at Wanaka Recreation Centre.



Mount Aspiring College students taking part in an ideation exercise held at the high school.

# PROGRESS IN QUEENSTOWN

The Queenstown Town Centre Masterplan project is continuing at pace. The Spatial Framework and Design Guidelines were adopted by Council in June this year. We have also produced a booklet for investors and the general community to tell the story of how we propose to transform the Town Centre in stages over the next ten or so years.

You can read the Town Centre Masterplan story and other documents online at [www.qldc.govt.nz/queenstown-town-centre](http://www.qldc.govt.nz/queenstown-town-centre)

## Anybody can fuel up in Arrowtown

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25 Wiltshire Street, Arrowtown | 0800 44 00 14 | [www.rdp.co.nz](http://www.rdp.co.nz)

# WELCOME RESPONSIBLE CAMPERS

*Continued from cover page.*

Mayor Jim Boulton says the plans will build on the bold move already made to ban overnight camping at Lake Hayes, Shotover Delta and Wanaka waterfront in response to community concern.

“This summer you’ll see further facilities and education for visitors to make sure they’re staying in the right places and treating our environment with respect, and stronger enforcement for those that are not,” Mayor Boulton said.

“Our focus is on educating campers and trialling initiatives that could guide the future strategy for managing responsible and sustainable camping in the district,” he said.

“The important thing is that we’re agile enough to change our approach if something we’re trialling isn’t working,” Mayor Boulton said.

Three overnight camping hubs and two amenity hubs for day use will be fully operational come early November when the visitor influx is set to start.

To support the hubs, there are a range of other plans in place to provide information to campers and reassurance to locals, including;

**01**

12x camping ambassadors based at hubs, key locations and roaming throughout the district when possible educating campers on where and how to camp responsibly

**02**

Increased monitoring of camping hubs to ensure responsible behaviour

**03**

Increased signage and new information boards to direct non self-contained campers to appropriate camping grounds

**04**

Real time maps and updates through a joint venture with Campermate, New Zealand’s most widely used app for information to campers

**05**

Support and collaboration from the Motorhome industry

**06**

New education brochure widely distributed within and outside the district

A multi-agency model has been used to ensure a well-managed and coordinated approach to the plans for managing camping this summer, as well as the development of a Responsible Camping Strategy which was due to be considered by the Council as Scutlebutt went to print.

“We’re grateful to our colleagues at the Department of Conservation, New Zealand Transport Association, Ministry of Business, Employment and Innovation and Land Information New Zealand for the support and input as we work together to strike the balance of addressing the community’s concerns and providing a good camping experience for visitors,” Mr Boulton said.

Everything we do to promote responsible and sustainable camping this summer is a trial. If something isn’t working, we’ll change it.

## FLUSH IT OUT

Some plumbing fittings have the potential to allow minute traces of metals to accumulate in water standing in the fittings for several hours.

Although the health risk is small, the Ministry of Health recommends that you flush a mugful of water from your drinking water tap each morning before use to remove any metals that may have dissolved from the plumbing fittings.

We are recommending this simple precaution for all households, including those on public and private water supplies.



## Information for locals

An important part of the work underway for the summer period is providing information for locals so you know what to expect and clearly understand what's allowed and what's not. Importantly, we also want you to feel assured that all of the hubs will be closely monitored, camping ambassadors will be roaming and monitoring situations regularly and enforcement for those camping irresponsibly will be increased across the district.

You can read more information about responsible camping especially for locals at [www.qldc.govt.nz/responsible-camping](http://www.qldc.govt.nz/responsible-camping)

## Sleeping on the streets

Did you know fully certified self-contained campervans **ARE ALLOWED** to park overnight on the side of a road as long as it is outside of a residential area. If you do see any campers parked overnight within a residential area, please report it to us by phone

QUEENSTOWN  
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WANAKA  
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# WANAKA LAKEFRONT DEVELOPMENT PLAN UNDERWAY

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The Wanaka Lakefront Development Plan got underway earlier this month with work starting on the new Mount Aspiring Carpark at the southern end of Wanaka's lakefront.

The carpark will include 68 parking spaces, 9 bike parks, public toilets, native landscaping and a connection to a future pedestrian promenade.

The Lakefront Development Plan is all about creating better connections to the lakefront for pedestrians, which might make kicking things off with a new carpark a bit odd. But we promise there's a method to the madness.

While future parts of the development plan will remove parking from the lakefront to allow more space for people to enjoy the area, there is still a need to provide some parking. This carpark will retain around the same number of parking spaces but open up the wider lakefront for public enjoyment.

QLDC Councillor and Wanaka Community Board Chair Quentin Smith said he is looking forward to seeing more people walking, swimming, picnicking and cycling rather than the row of vehicles that currently exists for a large part of the year.

"We're really excited to finally see dirt being turned and this represents the beginning of a long-term project to improve this space."

Work on the car park is set to be complete by Christmas in 2018.

Check out  
[www.qldc.govt.nz/  
major-projects](http://www.qldc.govt.nz/major-projects)  
for more info



# WANAKA OFFICE MAKEOVER

Since our last issue of Scuttlebutt, a lot has happened at the Ardmore Street, Wanaka office.

The old St John building has been demolished to make way for two new relocatable offices and the existing office is currently being refurbished. While all of this is going on, our Wanaka staff are housed at 33 Reece Crescent until the move back to Ardmore Street in December.

We'll keep you posted about key activity and dates through our website and Facebook page and also in local media.



*Check out the difference a spring clean makes to our Town Centre streets! This photo was taken in Queenstown Mall during the recent deep clean of CBD streets in Queenstown and Wanaka.*

*Parks Delivery Team Leader Adrian Hoddinott says following the clean a sealant was trialled outside the Night and Day in Queenstown and Kai Whakapai in Wanaka.*

*"We were keen to explore whether a sealant would make future street cleaning easier and how effective it might be in strengthening the surface of pavers from wear and tear caused by high foot traffic," he said.*

*"The trial will also give us a good indication about whether preserving the pavers with sealant makes financial sense in the future," he said.*

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DREAMER  
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# GOING GREEN IN YOUR KITCHEN

One third of food produced globally is wasted - that is 1.3 billion tonnes of food that is never eaten.

When we throw our food into the bin, we don't see the harmful greenhouse gases that it will release once it is in the landfill. We also don't see the fuel and resources that went into producing this food. So if you don't eat all of your leftovers, have a go at composting them!

Composting is a natural and easy way to recycle your food and green waste - plus using it on your garden improves nutrient levels in the soil, prevents erosion, and improves water absorption.

## HOW TO GET STARTED

There are a few different ways to compost, depending on how much time and space you have.

If you have ever thought about setting yourself up with traditional backyard composting, Bokashi bins or a worm farm then now is the time! Either head along to a Dr Compost workshop this month or check out our tips at [www.qldc.govt.nz/home-composting](http://www.qldc.govt.nz/home-composting)

Find out which method will suit you best, and get lots of tips to get your compost humming.

## FREE COMPOSTING WORKSHOPS

Find out which composting method will suit you best. Dr Compost aka Ben Elms is our resident composting and garden guru and has all the tips to help get your compost humming.

He's making his way around the district this month to host a number of workshops and answer your questions at local market days:

- > **Sunday 28 October 10.00am-1.00pm:** Wanaka Market at Lake Wanaka Centre
- > **Monday 29 October 6.30pm-8.30pm:** Wanaka "Easy Ways to Compost" Workshop at St John's Rooms
- > **Wednesday 31 October 6.30pm-8.30pm:** Wanaka "Grow Your Own Veggies" Workshop at St John's Rooms

Reserve your **FREE** ticket at [www.eventbrite.co.nz](http://www.eventbrite.co.nz)

## WORM POWER

Did you know we provide a subsidy to local residents for Bokashi composting systems and tiger worms for worm farms.

Find out how to get yours today! [www.qldc.govt.nz/home-composting](http://www.qldc.govt.nz/home-composting)

Please note: you'll need to provide contact details/ proof of address at time of purchase.



# BAGS NOT!

It just doesn't make sense to produce or buy something that is only used for a few minutes but lasts hundreds of years in landfill.

That's why QLDC supports the Government's recent proposed ban on single-use plastic bags. In our journey towards zero waste, we support actions that move us away from a throwaway culture, and tackling plastic bags is a vital starting point.

In our submission to the Government, we recommended they develop a collaborative approach to community action and communication. We suggested that their campaign involve simple and positive messages to help deal with common challenges, such as bin liners and dog litter bags.



We also recommended some other key points:

- > Implement the ban outside of peak tourist seasons.
- > Improve the labelling of recyclable packaging so that it is clearer, more consistent, and user friendly.
- > Include all single-use plastic bags - including compostable ones - as they are a contaminant to recycling and there is currently no system in place to collect the bags or process them effectively.

From 1 July 2019 we'll be getting rid of our own blue rubbish bags! Watch this space for updates on the new rubbish and recycling collection service coming soon.

## MINDFUL CONSUMPTION

One of the best ways to reduce plastic is to engage and inspire individuals, families, communities and businesses to be mindful of their consumption of single-use items.

Kate Meads aka The Nappy Lady is heading our way in November to help do just this.

For a humorous and inspirational evening, secure your spot at one of her **Waste Free Parenting** or **Foodlovers Masterclass** workshops [www.thenappylady.co.nz/workshops-queenstownwanaka.html](http://www.thenappylady.co.nz/workshops-queenstownwanaka.html)

### FOODLOVERS MASTERCLASS –

Monday 19 November, 6.00pm, Lake Wanaka Centre

### WASTE FREE PARENTING –

Sunday 25 November, 6.00pm, Lake Wanaka Centre

### WASTE FREE PARENTING –

Monday 26 November, 6.00pm, Queenstown Memorial Centre

Tickets are \$25 with a free goodie bag worth over \$100! Register today at [www.thenappylady.co.nz](http://www.thenappylady.co.nz)

# USING EVERY DROP WISELY

Water is one of our most precious resources and with summer just around the corner, it's time to start thinking about water conservation.

We all have a role to play in conserving water and there are a number of simple things we can do to make sure the water keeps flowing there's enough water for everyone.

## BATHROOM



### Did you know?

The recommended temperature setting for hot water is 60°C. When your thermostat is set too high, water and energy are wasted to cool down very hot water. Ask an electrician or plumber to adjust your thermostat if needed.

Reduce your shower time – every minute you cut from your usual shower time could save two to three buckets of water (up to 20L) a day.

Use a bucket to catch excess water while you shower - this can be used later to clean your car or mop your floors.

Turn off the water when brushing your teeth or shaving – this will use around 1L of water instead of 5L.

## TOILET



### Did you know?

Small drips leaking from your toilet cistern can result in thousands of litres wasted. Check for leaks in your toilet by putting a few drops of food colouring in the cistern. If colouring ends up in the toilet bowl without flushing, you have a leak which should be repaired.

Use the half-flush button on your toilet - the latest four-star toilets use as little as 3L for a half flush and 4.5L for a full flush.

Consider replacing an old toilet - most new toilets use around 7L per flush while older toilets use around 12L per flush.

## LAUNDRY



### Did you know?

Up to a quarter of your household's water is used in the laundry.

Check the efficiency of your washing machine - an inefficient washing machine can use 200L of water per wash. Front-loading washing machines typically use about 50% less water, 35% less detergent and 30% less energy than equivalent-sized top-loading washing machines.

Wash full loads whenever possible rather than half loads - this will save water and energy.

# WATER RESTRICTIONS

The forecasts are pointing to another hot, dry summer so as things heat up please keep in mind that there's a good chance water restrictions could be in place for your area.

To make it easier to understand what water restriction level is in effect, we'll be rolling out some pretty swish water restriction signage across the district in November/December.

These signs will be installed on main roads into towns and major suburbs across the district.

Keep an eye out for these new signs when you're on the roads and also check our Facebook page for specific water restriction updates.

# BREATHE EASY

We're thrilled to be supporting the Fresh Air Project, piloting in Queenstown from November.

A project being delivered in partnership between The Cancer Society and Southern DHB, the Fresh Air Project is for cafés to promote their outdoor dining areas as smokefree from November 2018-March 2019.

The pilot has already been hugely successful in Christchurch, Nelson and Whangārei and is another step on the journey to Smokefree Aotearoa 2025.

So far the following local businesses have committed to becoming smokefree for the pilot: The Exchange, Odelay and Café Society Five Mile.

Public support for smokefree outdoor dining is strong. People are more aware than ever of the harms caused by second hand smoke drift and are keen to protect staff and customers from exposure. A huge shout-out to the local cafés that are already proudly smokefree: Vudu, Bespoke, Patagonia, Bonjour Arrowtown and Taste and Savour.

If your café is interested in becoming smoke free, please visit: [freshairproject.org.nz](http://freshairproject.org.nz) or contact Emily Nelson at SDHB 03 450 5159 or Diana Power at The Cancer Society, phone 03 446 6622

# WHY GO SMOKEFREE?

Everyone wants to breathe easy while they're enjoying a meal outdoors. We often talk about the obvious health benefits of being smokefree, but there are many other benefits for cafés if they decide to go smokefree:

## PROTECT THE ENVIRONMENT:

Cigarette butts are the single most common piece of litter in the world. Nationally, around 60 million butts are discarded into the environment each year. They might be small, but they're toxic and they contaminate stormwater, aquatic environments and urban neighbourhoods.

## IT HELPS PEOPLE QUIT:

Most people who smoke want to quit. Exposure to smoking can trigger cravings and make it harder for those trying to quit.

## IT PROTECTS OUR CHILDREN:

Kids copy what they see, so reducing exposure to smoking reduces the likelihood that children will start to smoke.

## MOST OF YOUR CUSTOMERS WANT SMOKEFREE OUTDOOR DINING:

In Christchurch the Fresh Air Project six month pilot found that 95% of almost 2,000 customers were in support of smokefree outdoor dining and 72% were more likely to visit the venue again because they were smokefree outdoors.

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# WE'RE GETTING PREPARED

Take a bow! When it comes to understanding the impacts of natural disasters and being prepared for emergencies, our residents are ahead of the field.

A recent survey by Emergency Management Otago shows that eight out of every ten households in the district have taken at least some steps to prepare for the aftermath of an earthquake, storm, flood, wildfire or slip.

Perhaps it's not surprising that locals are thinking about storing drinking water, keeping supplies of non-perishable food and arranging alternative ways to cook. There have been several times this winter when wind and snow has brought down power lines and blocked roads – just ask someone from Glenorchy – and Jack's Point residents also had their water supply disrupted recently. In other words, it doesn't take the Alpine Fault to disturb your daily life.

Almost half of the Queenstown Lakes District residents who took part in the survey said that they still planned to do more to be prepared for emergencies. If you're one of them, here are some simple things you can do to make life easier for you and those who rely on you.

Talk to your family and make a plan so everyone knows what to do in the event of an emergency. Decide where you will meet up if something happens during the working day, or while your kids are at sport or after-school care.

If you have young children, elderly or unwell family members and pets, make sure your plans take account of their needs. One of the biggest surprises in Emergency Management Otago's survey was that four out of every ten people with a pet said they hadn't thought about including their animals in their family survival plans.

*It's not just an earthquake or landslide that can cut your water supply and power or block your roads. Infrastructure failure can also disrupt normal life, as Jacks Point residents experienced earlier this month.*



## BASIC SUPPLIES EVERY HOME SHOULD HAVE TO COPE FOR AT LEAST THREE DAYS:

Stores of water – at least nine litres for every person including your pets

Non-perishable food

An alternative means of cooking – a BBQ or camp stove is ideal

Torches or camping lights and spare batteries

First aid kit

Sturdy bin liners and some kitty litter for an emergency toilet

Hand sanitiser and wet wipes for basic hygiene

Sufficient medication for anyone in your household with a medical condition

Check [www.otagodem.govt.nz](http://www.otagodem.govt.nz) for more advice on preparing for emergencies.

# TRAFFIC AND PARKING BYLAW UPDATE

Thank you to everyone who provided feedback on the proposed new bylaw for traffic and parking. We're currently reviewing all submissions and hearings will be held in Wanaka and Queenstown soon.

**WANAKA:** 31 October from 10:00am in the Armstrong Room, Lake Wanaka Centre.

**QUEENSTOWN:** 1 November from 1:00pm in the Council Chambers, Gorge Road.

# LAGAROSIPH-ON YA BIKE

The war on lagarosiphon continues as a range of agencies work together to tackle the noxious weed choking our waterways.

Help prevent the spread of Lagarosiphon. Please check and clean your boats and fishing equipment every time you enter and leave our lakes.

## WILLOW REMOVAL IN KAWARAU RIVER

The Queenstown Zoological Gardens is set to benefit from a major operation that's removed more than 150 tons of wood from the Kawarau River near Queenstown.

A 24 ton excavator was floated up the river on a barge to extract the wood from the riverbed back in September.

The whole project has been a joint effort funded by Land Information New Zealand (LINZ) and Otago Regional Council, with contractors Boffa Miskell carrying out the work.

"This was a pretty unique project that took an innovative approach to resolve a significant problem", says Marcus Girvan who oversaw the work.

"The wood under the water was like a dense jungle making it very difficult for divers to carry out work to tackle lake-weed."

The wood has been removed to allow hessian matting to be laid on the river bed to prevent the spread of the invasive pest plant lagarosiphon.

"This was a very difficult operation, but it's paid off," says LINZ Biosecurity Director Dave Mole.

"Removing the dead wood so we can lay biodegradable hessian matting will massively curtail the growth of lagarosiphon. This innovative matting is cost effective and a 'green' control method that allows native vegetation to flourish."

Preventing lagarosiphon from growing in the Kawarau River is part of the wider work being done in Lake Wakatipu.

An unexpected benefit from the work in the river has been a much-appreciated gift for Queenstown Zoological Gardens. The recovered willows are being chipped into mulch, and will be gifted to the zoo.

Work to lay the hessian matting in the Kawarau River is expected to happen early next year and will be part funded by QLDC.

## TACKLING THE PEST PLANT IN WANAKA

Good progress is being made to contain and eradicate the pesky lake weed from the lake bed of Lake Wanaka. A range of methods are being used to tackle key concern areas with hessian matting proving effective over larger areas. We ask that boaties using Roys Bay in particular be mindful of the matting to avoid damaging it as they launch.

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# NEW WEBSITE SHOWCASES FILMMAKING HEARTLAND

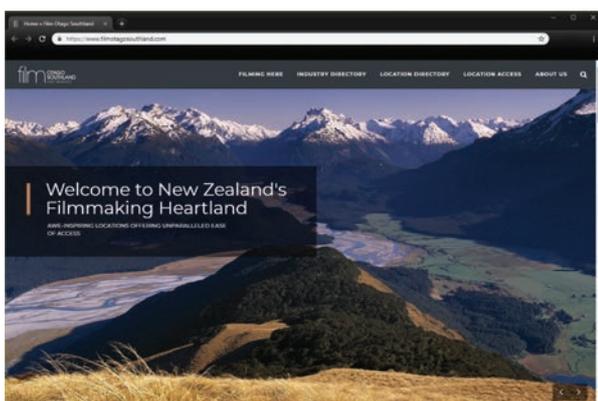
The team at Film Otago Southland has just launched a new website and is inviting local businesses to get themselves listed in the online directory.

Film Otago Southland is the Regional Film Office covering the southern half of the South Island. With office space in Queenstown provided by QLDC, the team provides a range of services, information and support for production companies looking to shoot here.

Members of the local film community can list their industry-specific services for free. Other local businesses who interact with the film industry such as hotels and retailers can list in the directory for an annual fee.

Film Otago Southland is also happy to receive good quality photos of potential filming locations around the district for its online locations directory.

Check out the new site!  
[www.filmotagosouthland.com](http://www.filmotagosouthland.com)



# KEEPING OUR PIPES FLOWING

Our network of wastewater pipes is critical in protecting our community from unnecessary exposure to wastewater.

Most households and businesses connect to our wastewater pipes. Wastewater is then treated at one of our treatment plants.

Wastewater flows easily through the pipes when only human waste and toilet paper is flushed, and when only soapy water is put down drains.

Blockages and breaks occur when things like coffee grinds, fats, sanitary items, wet wipes, and construction materials are put into the network. Another culprit for pipe damage is tree roots.

## PIPES UNDER PRESSURE

Blockages and breaks restrict wastewater from flowing freely through the pipes. These restrictions can cause wastewater to back up and overflow into our environment, typically from manholes or pump stations. If these overflows can't happen, there is a risk that wastewater will release through toilets, showers, and sinks.

When we are notified of an overflow, we aim to reach the location within one hour. We are responsible for stopping, containing, and cleaning up the overflow.

## IMPROVEMENTS AND UPGRADES

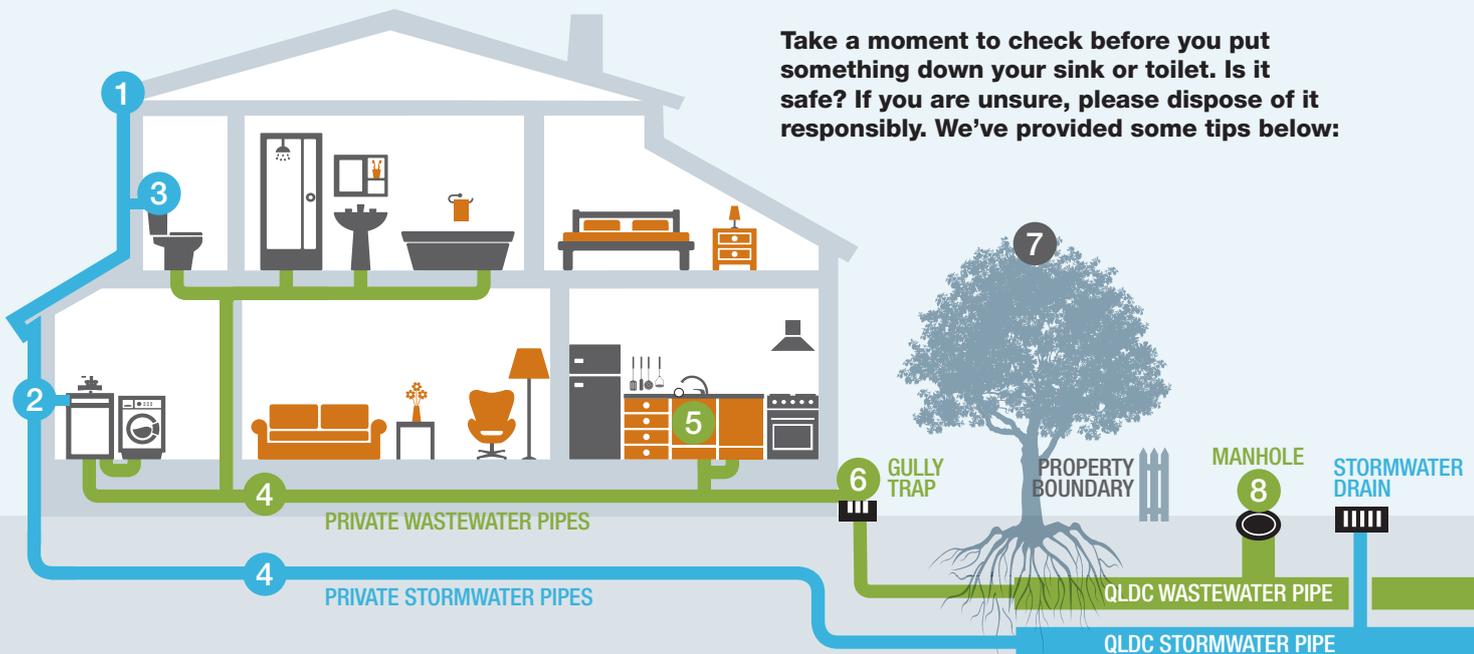
As part of our 2018-2028 Ten Year Plan, we'll be making improvements to the network to help reduce the likelihood of overflows occurring.

We will be applying for a resource consent from Otago Regional Council for those occasions when overflows do occur. The consent will require demonstration of best practice network management and regular reporting on what we are doing to reduce the likelihood of overflows.

**If you'd like to find out more about wastewater overflows and our planned improvements, we'll be holding drop-in sessions in Wanaka and Queenstown in early November. Keep an eye on Facebook and local media for details.**

# WE ALL HAVE A PART TO PLAY

Take a moment to check before you put something down your sink or toilet. Is it safe? If you are unsure, please dispose of it responsibly. We've provided some tips below:



## 1 STORMWATER DOWNPIPE & DRAIN

Where possible, ensure you property has separate stormwater and wastewater pipes. When stormwater enters the wastewater network, it can cause overflows. Check that the stormwater drains on your property connect to the stormwater network. If any drains smell or look like they have sewage in them, there may be a problem.

## 2 RAINWATER OR RETENTION TANKS

Tanks can collect water from hard surfaces and store it for many uses:

- > watering your garden
- > washing your car
- > supplying your washing machine and toilet.

## 3 TOILET

Flush toilet paper and human waste only.

## 4 PRIVATE PIPES

Ensure your private stormwater and wastewater pipes are connected properly and maintained.

## 5 KITCHEN SINK

Scrape cooking fat into the bin. Fat can harden when it cools and may block pipes. Coffee grounds should also go in your bin, compost pile, or on your garden.

## 6 GULLY TRAP

Ensure your gully trap is raised off the ground to prevent rainwater from entering the wastewater network. Raised gully traps also protect your family's health by ensuring that wastewater will not overflow into your home if there is a blockage.

## 7 PLAN YOUR TREE PLANTING

Before planting a tree, check that it's not going to grow over your pipes or ours.

## 8 MANHOLES

**Give us a call.**

If you come across any wastewater overflow from a manhole, or you come across a missing, dislodged or damaged manhole cover, contact us urgently on 03 441 0499 (Queenstown) or 03 443 0024 (Wanaka)

## HAZARDOUS WASTE

Do not pour hazardous waste such as paint, pesticides, solvents and used automobile oil down any drain, toilet or sink. To find out how to dispose of hazardous waste, visit [www.qldc.govt.nz](http://www.qldc.govt.nz) and search 'hazardous waste'.

## SEPTIC TANKS

If you have a septic tank, ensure it is regularly maintained and checked by a professional. Septic tanks need a pump-out service every three to five years to remove scum and sludge build-up.

**If you need help checking your private property drains, pipes, and connections, contact the Plumbers, Gasfitters and Drainlayers Board: visit [pgdb.co.nz](http://pgdb.co.nz) to find out more.**

# A WILDING SUCCESS!



The Wakatipu Wilding Conifer Group is going from strength to strength in their crusade against wilding trees.

The past twelve months have been group's biggest season to date, largely thanks to the huge effort put in by volunteers.

#### LAST YEAR IN NUMBERS:

<b>\$1,945,568</b>	spent on wilding control in the past financial year
<b>9,400</b>	volunteer hours
<b>8,000</b>	trees removed from Cecil Peak this season
<b>12,000</b>	trees removed from the face of the Remarkables
<b>383 ha</b>	of wildings sprayed

#### WHY CONTROL THE TREES

- > Protection of biodiversity
- > Reduced fire risk
- > Protects landscapes
- > Water availability
- > Recreation Values

#### ADOPT A PLOT

The Adopt a Plot programme is a new approach to tackling the wilding problem. Rather than a few volunteers looking after a large area, the program seeks to engage with many people who can provide intensive control of smaller areas.

If you or a group you're involved in is interested in adopting a plot or volunteering – get in touch at [www.wakatipuwilding.co.nz/#adopt-a-plot](http://www.wakatipuwilding.co.nz/#adopt-a-plot)

# PROJECT LITEFOOT WIN-WIN

Win-Win is not a common result in the sporting world, but Project Litefoot is working hard to change that.

Project Litefoot is a charitable Trust made up of some of our top sportspeople who since 2008 have been competing against each other to see who can reduce their environmental impact the most and inspire others to become environmental champions.

The charity's lead initiative is called LiteClub, a free service available to sports clubs to help improve environmental efficiency of clubrooms, therefore reducing running costs freeing up money to go back into what really matters, the sport.

Since it was launched in 2011, LiteClub has visited 1,334 clubs from Kaitaia to Invercargill and made changes calculated to save \$7.6 million dollars for sport.

Locally, LiteClub has so far visited 14 community sports clubs. The team will be back in the district in February / March next year and keen to hear from local clubs keen to get involved. The best part, it's all free thanks to funding from The Lion Foundation and other local funders like the Otago Community Trust.

**Interested? Register your group online to secure a visit from LiteClub [liteclub.org/register-your-club](http://liteclub.org/register-your-club)**



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- » \$400 per team
- » Mixed teams essential

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Our Queenstown based field team.

## BEST OFFICE IN THE WORLD

The Queenstown Lakes District is known around the world for its natural splendour, but not all of it formed by its own accord. Plenty of credit belongs to the gardeners in our Parks & Reserves Field team, based in Queenstown and Wanaka.

At 7.30am every morning they're already on the job. There's Kara and Jessica from Canada; Leo from China; Kazumi from Japan; Rodrigo from Brazil and Beth from Southland. They gather at their depot in the Queenstown Gardens, fondly referred to by Jessica as "the best office in Queenstown" and with a view of the Gardens and Lake Wakatipu, it's hard to argue with that.

Rain or shine, they kick things off with a litter run through the skateboard park and over to the lakefront, then back through the gardens. The team does a general tidy up, and then there's planting, trimming and composting to be done. In winter they add mulching

into the mix and a whole lot of a leaf blowing in autumn. Sometimes, they even have to shoo the odd inebriated person on. Just the other morning, they found two people wallowing in the lake shallows.

While the team are split between spring and summer regarding what season they prefer, there's a resounding chorus of "being outside" when they're asked what they love most about the job.

For Rodrigo though, it's the natural choir which follows him on the job. "I love the birds singing," he says, and everyone starts to nod their heads animatedly. "The Tūi- it's beautiful."

As for Beth, while Australia's Rugby team might not be the best, she's a big fan of their tourists who visit the gardens. "Australians, in particular, are really appreciative of the work done here and they share that with the team. It makes your day."

The team has just wrapped up a heap of work around the brand new Queenstown playground, planting natives and riparian plants along the stream that runs through the site. The team loved it, but they've definitely got favourite projects.

"Pruning the roses," says Kazumi. Beth agrees with this, and they explain how it's a technical operation which leaves them both feeling extremely satisfied.

Kara and Jessica have a different take on things.

"Using the powertools," smiles Kara. Jessica takes it further, remarking how nice it is to watch a garden or planting come together after the team have taken part in planning it themselves.

"We often get our own control of designing how a planting is going to look and feel," which makes the finished product even better.

"I feel like we're in the Hilton here. We're always in the sun," says Beth, adding that they don't get cold in the winter either. Jessica runs through all the warm gear they've been provided; from beanies and gloves to waterproof layers and everything required to make it through the colder months comfortably.

It's a gig all the members of the team are openly and visibly fond of, one which has currently got a few free spaces to fill. **QLDC's Parks & Reserves Field team are on the lookout for both new gardeners and custodians in Queenstown and Wanaka**, and with spring here and summer on the way, they're enviable positions to snag.

If you're interested in applying for either role we'd love to hear from you. Please visit: <http://qldc.qjumpers.co.nz/jobs/>

# OUR LOCAL GOOD SORTS

Bringing home a new baby is an exciting and special time but it can be challenging too, especially for those who are living away from family networks.

As well as helping to give our teeniest locals a great start in life, connecting families and creating networks is a key goal of the recently launched Queenstown Lakes Baby Box Trust, says trustee Jan Maxwell.

“Every year, up to 500 local families will receive a Baby Box, free of charge from the Queenstown Lakes Baby Box Trust on the arrival of their new bundle,” Mrs Maxwell said.

“A Baby Box contains all the basics a new baby needs for a good start in life: safe bedding, natural and organic clothing, and baby products including hand-made goods created by local volunteers and other donations from local businesses.

New families will also receive resources and support to help them start family life off on the right foot.

“Thanks to the help of St John and other local charities we’ll also be providing a website and social media platforms to help new parents connect and get access to resources and information about caring for their new babies,” she said.

“Often new parents in this district are away from their families and can feel isolated when a new baby arrives. So helping new parents form valuable connections is an important part of our work and the ongoing friendships will no doubt become the legacy of this project,” she said.

“We have been absolutely overwhelmed by the generosity of local people knitting, sewing and stitching warm and safe products for new mums and bubs and all the donations from local businesses. It’s when people come together like this for the greater good is when we see true community and it’s wonderful to be a part of,” Mrs Maxwell said.

If you are interested in supporting the Baby Box project please contact either **Jan Maxwell on 027 233 7934** or **Vanessa van Uden on 027 229 6008**.

**Baby Box was introduced in Finland in 1938 and helped the country achieve one of the world’s lowest infant mortality rates. Although new to New Zealand, the Baby Box is now popular worldwide.**

*Baby Box Trustees Jan Maxwell and Vanessa Van Uden with the first recipients of the Queenstown Lakes Baby Box.*



# LIBRARIES NEVER SLEEP WITH NEW WEBSITE

Queenstown Lakes District Libraries has a brand new website offering an improved service at any time of day.

Created in partnership with Central Otago Libraries, the new site provides easy and comprehensive access to all library services in the wider region.

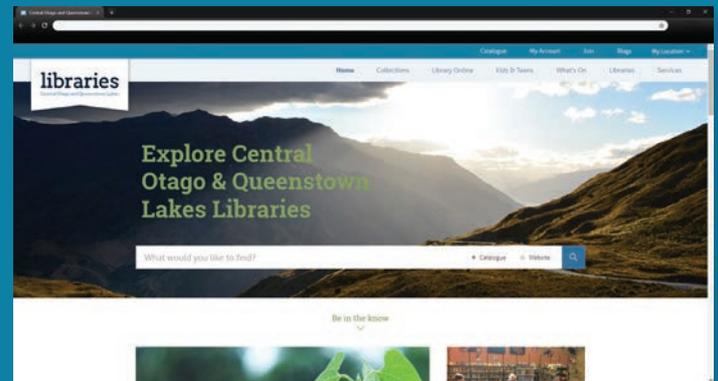
Sue Gwilliam, district librarian at Queenstown Lakes District Libraries said there's a much clearer, contemporary design with simple navigation to different sections including collections, kids and teens, local history resources, events and fees.

"Our service doesn't end when the libraries close at the end of day. Our new website makes it much easier for borrowers to renew or reserve items and access digital resources 24/7 from anywhere in the world via our eLibrary," said Sue.

"You can borrow and download eBooks, audiobooks, worldwide magazines and newspapers in any language and stream independent films to your TV or device. All you need is your library membership ID and our new website of course!"

The new libraries website coincides with the launch of brand new Instagram and Twitter feeds to complement the existing Facebook page:

Facebook **@qtlakeslibraries**  
Instagram **@qldclibraries**  
Twitter **@qldclibraries**  
Website **libraries.codc-qldc.govt.nz**



## QLDC CONTACT LIST AND HOURS

### QLDC & SERVICE CENTRES

**Queenstown Office:**  
10 Gorge Road  
Private Bag 50072  
Queenstown  
Customer Services:  
Phone: 03 441 0499  
E-mail: [services@qldc.govt.nz](mailto:services@qldc.govt.nz)  
[www.qldc.govt.nz](http://www.qldc.govt.nz)

**Wanaka Office:**  
47 Ardmore Street  
Wanaka  
Phone: 03 443 0024  
*Office Hours:*  
Mon–Fri 8.00am–5.00pm

### QUEENSTOWN EVENTS CENTRE

Arrowtown Athenaeum Hall  
Queenstown Memorial Hall  
Lake Hayes Pavilion  
Lake Wanaka Centre  
Alpine Aqualand  
Sports fields  
Phone: 03 450 9005

### WANAKA RECREATION CENTRE

Wanaka Pool  
Indoor Courts  
Phone: 03 443 9334

### TRANSFER STATIONS

**Wakatipu:** 110 Glenda Drive  
Frankton Industrial Area  
Phone: 03 4510106  
**Upper Clutha:** Cnr of Ballantyne  
& Riverbank Roads  
Phone: 03 443 6063

### HARBOURMASTER

Phone: 027 434 5289 and 027 414 2270  
Email: [harbourmasterqt@smsl.co.nz](mailto:harbourmasterqt@smsl.co.nz)

### LIBRARIES

**Arrowtown** Buckingham Street Phone: 03 442 1607  
*Hours:* Monday–Friday 10.00am–5.00pm Saturday 10.30am–12.30pm  
**Glenorchy** Islay Street Phone: 03 442 4378  
*Hours:* Wednesday 1.30pm–3.30pm Friday 5.00pm–7.00pm (6 month trial)  
**Queenstown** 10 Gorge Road Phone: 03 441 0600  
*Hours:* Mondays, Tuesdays, Wednesdays & Fridays 9.00am–5.30pm  
Thursdays 9.00am–7.00pm Saturdays 10.00am–5.00pm  
**Wanaka** Bullock Creek Lane Phone: 03 443 0410  
*Hours:* Mondays, Tuesdays, Wednesdays & Fridays 9.00am–5.30pm  
Thursdays 9.00am–7.00pm Saturdays 10.00am–5.00pm  
**Hawea** 14 Myra Street Phone: 03 443 9371  
*Hours:* Monday 10.00am–12noon  
Tuesday & Wednesday 10.00am–5.00pm  
Saturday 10.00am–2.00pm  
**Kingston** Phone: Queenstown 03 441 0600  
*Hours:* Saturday 10.00am–2.00pm  
**Makarora** Phone: 03 443 8342  
*Hours:* Tuesday 11.00am–1.00pm & Wednesday 6.00pm–8.00pm  
**Frankton Pop-up Library at Queenstown Events Centre**  
*Hours:* Every Monday 10am–12pm  
Every Friday 3pm–5pm

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**EDITOR: REBECCA PITTS**

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Feedback and ideas are welcome.

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